St Mary's School, Northcote Start Flowchart - Resolving Issues of Concern Here Your concern or problem does not Your concern or problem involves a Your problem has not been resolved by visiting involve a classroom matter or classroom matter or a member of the staff member or the Principal. OR it involves particular staff member OR has not staff the Principal or Board of Trustees been resolved by visiting the staff member This is now a complaint Write a note or phone the Principal Write a note or phone the staff and make a time to discuss the member concerned to make a suitable Write to the Board of Trustees via the concern or problem. Indicate before time to discuss the issue. Indicate Chairperson, outlining your problem, concern or the discussion what the concern is before the discussion what the issue is complaint in detail, and all actions taken to about and the steps you have taken about date. The chairperson will need to ensure the to remedy it correct process has been followed before the board will consider and may direct you back to the Principal. Include your name, signature and contact numbers. Your complaint will be Talk with the relevant staff member acknowledged along with an expected about the issue. Be prepared to listen timeframe for resolution to their point of view (This may require more than one meeting and Discuss with the Principal, be /or involve the Principal or a deputy prepared to listen to their point of principal view also, and provide feedback to ensure the problem is settled. Except in exceptional circumstances, the board The problem may be referred back will not accept any complaint unless it is in to the staff member(s), particularly writing and that a reasonable attempt has been Provide feedback to the member of where the process has not been made to resolve it through this process. Once staff as to whether or not you were followed to date the board has considered and resolved the satisfied to ensure the problem is complaint, the board will endeavor to convene settled a follow-up contact within one month ISSUE RESOLVED? **ISSUE RESOLVED? ISSUE RESOLVED?** NO FURTHER ACTION REQUIRED